

## **Position Announcement**

**Working Title:** Director of Operations  
**Date Posted:** January 28, 2015; open until filled  
**Pay Grade/Salary Range:** Ungraded Non-Merit; Pay commensurate with qualifications  
**Agency:** Kentucky State Fair Board, 937 Phillips Lane, Louisville, KY 40209

**Agency Comments:** The Kentucky State Fair Board (KSFB) is home to the sixth largest convention space in the United States with over 1.5 million square feet of space and includes the Kentucky Exposition Center (KEC) and the Kentucky International Convention Center (KICC). The KSFB is charged with advancing the Commonwealth's tourism industry and economy by providing entertainment, tradeshow, conventions and public gatherings, and providing an annual economic impact of over \$500 million.

### **Director of Operations:**

The position is an FLSA exempt, salaried, policy-making position that oversees the day-to-day operations of KEC and KICC. Responsibilities include working with suppliers, contractors, and show promoters. Duties include oversight of the Departments of Operations, Engineering, Project Management, and contractor services for the facilities. The Director of Operations will prepare and be accountable for the Departments' budgets; negotiates operational contracts; and monitors the work of contractors and serves as liaison with State of Kentucky departments and Metro Louisville officials. Duties are performed under the general direction of the President/CEO and work is subject to evaluation based on results obtained.

### **ESSENTIAL FUNCTIONS:**

- Provides daily management for the overall operation of the facilities and management oversight of departmental divisions.
- Provides the necessary facility support and services to successfully stage and accommodate convention, agriculture and event activities.
- Plans, organizes, assigns, and directs through management and supervisory personnel, daily activities and work assignments of department full-time, part-time and contracted staff.
- Directs and supervises operation and maintenance programs of the two campuses, including Operations and Maintenance, Setup Services, House Keeping, Grounds, Construction/Project Management and Contractor Services.
- Communicates and works with representatives of various business organizations, groups, and show promoters regarding facility accommodations and services for conventions, trade shows, consumer shows, entertainment productions, banquets, agriculture events, in-house shows (Kentucky State Fair, North American International Livestock Expo and National Farm Machinery show) and community events.
- Prepares annual operational and capital improvement budgets under the supervision of the President/CEO and provides for effective oversight of expenses to budget.
- Plans for existing and future staffing, equipment and materials needs; creates and owns labor calls for the facilities.
- Performs contract administration duties, including evaluating proposals and bids, negotiating and recommending contract terms, evaluating performance and ensuring compliance with contract agreements.
- Works closely with show clients and tenants to provide consistent, timely delivery of high quality services and provides effective measurement of service delivery results.
- Develops standards, best practices, procedures and guidelines for all operational areas including housekeeping, maintenance, plumbing services, event services, event set up, technical, storage, sustainability, electrical, freight

and contractor services.

- Provides training, direction, support and evaluation of all management, professional and supervisory personnel within reporting departments.
- Demonstrates integrity, customer service with a sense of urgent responsiveness, courage, and accountability.
- Frequently works more than 40 hours in a workweek to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

**KNOWLEDGE OF:**

- Current Public Assembly Facility operations, event services, safety, maintenance and housekeeping, finance and human resources, audiovisual, telecommunications, electrical, HVAC and freight operations.
- Current industry practices and programs pertaining to sustainability and “green” initiatives in the daily operation of public venues.
- Revenue programs and potential revenue-generating opportunities relative to a convention center, fair grounds and arena operations.
- Applicable federal, state, and local laws, regulations and requirements relating to the legal and safe operation of and code requirements for public assembly facilities.
- Effective practices/programs for provision of customer service and monitoring of service delivery.
- Principles and practices of budgeting and expenditure monitoring, supervision and building management.
- Building and equipment maintenance, including effective preventative maintenance programs and practices.
- Operational characteristics of large-scale facilities in this level.
- Effective management and leadership practices and skills.
- EEOC, FLSA, OSHA, ADA and other employment regulations.

**ABILITY TO:**

- Negotiate effectively in writing and in person with private and public agencies and with representatives of various business, clients and community groups.
- Perform a broad range of supervisory responsibilities over others.
- Establish objectives and execute a business plan with minimal guidance and supervision.

**DESIRED EXPERIENCE AND TRAINING:**

- Five years of highly responsible management experience in or around the daily operation and maintenance of a convention center, arena, fairgrounds and/or similar public assembly facilities, and/or around the production of tradeshow, agricultural events, arena events or fairs, including supervisory experience.
- Experience managing electrical and freight lines of business preferred.
- Bachelor’s degree from an accredited college or university in public assembly facility management, hospitality management, business administration, sports management, or a related field.
- (Other combinations of experience and education that meet these requirements may be substituted).

**Contact Information:** Interested applicants should send a cover letter, resume, and at least 3 professional references to the Kentucky State Fair Board to the attention of:

Paul Herberg, HR Director

P.O. Box 37130

Louisville, KY 40233-7130

or via email: [pherberg@ksfb.ky.gov](mailto:pherberg@ksfb.ky.gov)

**The Kentucky State Fair Board is an equal opportunity employer.**